



How the Hurricane Sandy Claims Review Process Works

The Federal Emergency Management Agency's (FEMA) National Flood Insurance Program (NFIP) is providing policyholders the opportunity to have their Hurricane Sandy flood insurance file reviewed.

This additional review is one more way to ensure that we treat NFIP policyholders who suffered a loss from Hurricane Sandy fairly. Although underpayments did not occur in every case, the NFIP is committed to reviewing claim files to ensure we pay policyholders what they are due under their policy.

FEMA will notify approximately 142,000 NFIP policyholders who submitted a Hurricane Sandy flood claim that they may request that their file be reviewed. Letters will be sent to claimants who incurred loss from Hurricane Sandy from Oct. 27, 2012, through Nov. 6, 2012.

Effective May 18, policyholders may call toll-free 866-337-4262 or go online to www.fema.gov/hurricane-sandy-nfip-claims to download a form requesting a review, even before receiving the letter. The downloaded form may be filled out and emailed to FEMA-sandyclaimsreview@fema.dhs.gov. Policyholders will have 90 days from receipt of the letter to make contact with FEMA.

When policyholders contact FEMA, they should provide their name and the address of the insured property.

- They will be asked questions to determine whether they qualify for review. Policyholders who received the maximum amount under their policy (policy limits) or who are currently in litigation do not qualify for this review.

FEMA will request the policyholder's claim file from their insurance company and forward it to the NFIP review office within two business days. Files will be assigned to a highly qualified, NFIP-certified adjuster who will serve as a caseworker for the insured. Claims with engineering reports will be reviewed by an engineer not associated with firms currently under investigation.

Caseworkers will contact policyholders to guide them through the review process. If policyholders have additional information they would like considered as part of their review they will have 14 days to submit it. If no additional information is provided, the caseworker will continue with the review. If the policyholder indicates they have additional information and they do not submit it within 14 days, the caseworker will contact the policyholder. If FEMA is unable to contact the policyholder for 30 days, the review process will be suspended.

The caseworker will stay in touch with the policyholder throughout the process. The caseworker will make a recommendation after a thorough review of the claim file and any new information provided. If the policyholder does not agree with the recommendation, the policyholder will have the

opportunity to obtain an additional review of the file by an expert third party neutral, who may be a retired judge or an independent attorney with insurance expertise.

- After the policyholder requests a neutral's involvement, the neutral will review the file and will contact the policyholder to discuss any concerns.
- The neutral will examine information in the file and documentation, and will ask questions of the caseworker and the policyholder.
- The neutral may suggest a hearing involving the policyholder, the caseworker and the neutral. A hearing is not necessary; it is an option.

This neutral party will make a recommendation to FEMA. FEMA will give substantial weight to the neutral party's recommendation.

Federal agencies cannot provide disaster assistance for damages or losses covered by insurance. If a policyholder receives additional insurance proceeds from FEMA as a result of the review, and also received Hurricane Sandy-related disaster assistance from another source such as the U.S. Small Business Administration (SBA), the Department of Housing and Urban Development (HUD), or one of HUD's state or local grantees such as New Jersey - Reconstruction, Rehabilitation, Elevation, and Mitigation (RREM) Program, New York Rising, or New York City Build it Back, the policyholder may have to repay the other disaster assistance if the original source determines that additional insurance proceeds duplicate a benefit previously provided.

If the results of the review support additional payment, FEMA will direct the insurance carrier to issue payment. FEMA will notify the policyholder by letter. Policyholders who receive additional funds will need to provide a signed Proof of Loss. A Proof of Loss is a policyholder's statement of the amount of money being requested, signed and sworn to by the policyholder with documentation to support the amount requested.

Once all parties involved have been notified of the results, the case will be closed.

For additional information on the Hurricane Sandy Claims Review, visit www.fema.gov/hurricane-sandy-nfip-claims.